PCT/US2003/036320

## 7 CLAIMS

## What is claimed is:

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A media terminal adaptor for use in a communication network adapted
to have a telephone connected thereto, said media terminal adaptor comprising:

communication unit for connecting to a service provider provisioning server in a normal mode when in a provisioned state;

provisioning failure detector for detecting a non-operational status; and provisioning error message generator/player for generating and playing a diagnostic message through said telephone indicative of the detected non-provisioned status, when said telephone is taken off-hook.

2. The apparatus according to claim 1, wherein said provisioning error message generator/player comprises:

a speech decoder for converting digital audio data to analog samples; and plain-old-telephone-service (POTS) endpoint circuitry for reconstructing the analog samples and playing the reconstructed analog samples through said telephone when off-hook.

- 3. The apparatus according to claim 2, wherein said provisioning error message generator/player generates audio messages and transfers said messages to the telephone.
- 4. The apparatus according to claim 2, further comprising an off-hook detector for detecting when said telephone is taken off hook.
  - 5. The apparatus according to claim 4, wherein said POTS endpoint circuitry and said off-hook detector monitor a hook state of said telephone and generate the diagnostic message when an off-hook condition is detected when said telephone is taken off-hook.
  - 6. The apparatus according to claim 1, wherein said diagnostic message includes combined fixed voice audio with dynamically-generated voice audio.

- 7. The apparatus according to claim 1, wherein said diagnostic message includes tones.
- 8. The apparatus according to claim 1, wherein when operating in said normal mode, if said telephone is taken off-hook, dial tone is sent to said telephone.
  - 9. The apparatus according to claim 1, further comprising a provisioning error resolver for determining a resolution to the detected non-provisioned status wherein said diagnostic message is a function of said resolution.

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- 10. The apparatus according to claim 9, further comprising an electronic diagnostic and status information module adapted to be accessed by said telephone.
- 11. A method of generating and playing diagnostic messages by a media terminal adaptor having a telephone connected thereto, the method comprising the steps of:

detecting a non-provisioned status of said media terminal adaptor; and generating and playing a diagnostic message through said telephone indicative of the detected non-provisioned status, when said telephone is taken off-hook.

12. The method according to claim 11, wherein the step of generating and playing includes the steps of:

converting digital audio data to analog samples by a speed decoder; reconstructing by plain-old-telephone-service (POTS) endpoint circuitry the analog samples; and

playing the reconstructed analog samples through said telephone by the POTS endpoint circuitry, when said telephone is taken off-hook.

13. The method according to claim 12, wherein the step of generating and playing includes the steps of:

generating audio messages by encapsulating audio in an real time protocol packet stream to emulate reception of data from a communications network, said packet stream comprises an ordered sequence of near-synchronous packets;

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depacketizing said packet stream; and sending the depacketized packet stream to the speech decoder.

- 14. The method according to claim 12, further comprising the step of detecting when said telephone is taken off hook.
  - 15. The method according to claim 11, wherein said diagnostic message includes combined fixed voice text with dynamically-generated voice text.
- 10 16. The method according to claim 11, wherein said diagnostic message includes tones.
  - 17. The method according to claim 11, wherein the step of detecting said non-provisioned status includes the step of detecting an out-of-service status of said media terminal adaptor.
  - 18. The method according to claim 11, further comprising the steps of: determining a resolution to the detected non-provisioned status wherein said diagnostic message is a function of said resolution.
  - 19. The method according to claim 18, further comprising the step of: accessing electronic diagnostic and status information by said telephone identified in said diagnostic message.
- 20. The method according to claim 18, further comprising the steps of: determining said media terminal adaptor is provisioned; and sending a dial tone to said telephone when the telephone is taken off-hook.